



DATE PREPARED: 10/13

TITLE: Assistant Membership Supervisor

JOB PURPOSE: Assist in management of membership and customer service operations for The Center of Clayton.

REPORTS TO: Parks and Recreation Administrative Manager

JOB DUTIES:

1. Deliver a safe and excellent customer service experience to the residents, members and patrons.
2. Develop, implement, and evaluate policies and procedures, suggesting changes in current practices when necessary.
3. Assist Membership Services Supervisor with the overall supervision of Welcome Desk Operations. Interview, hire, train, supervise, schedule and evaluate Kid Center Attendants and Link Attendants.
4. Conduct regular staff meetings for Kid Center Attendants and Link Attendants to ensure clear communication of program changes or new policies. Conduct on-going training as necessary.
5. Assist Membership Services Supervisor with training for new employees on operational procedures according to the Clayton Parks and Recreation and The Center of Clayton policies. Follow-up with all staff who are not following correct procedures for additional training and/or counseling.
6. Assist Administrative Manager with the administration functions of the membership system.
7. Responsible for the implementation of member retention programs.
8. Responsible for assisting members with problems and complaints, directly related to membership.
9. Responsible for creation and implementation of membership reports, tracking forms and policies.
10. Responsible for mailing of communications to members through production of mailing lists and file merge functions.
11. Assist in the development, implementation, and evaluation of membership services policies and procedures, suggesting changes in current practices when necessary.

12. Assist in the development of marketing and evaluation materials for membership and passes.
13. Assist in the supervision of The Center of Clayton by sharing in evening and weekend supervisor responsibilities; fill in for shift workers when necessary.
14. Assist in enhancing communication with Welcome Desk and departmental staff.
15. Assist with special events as needed.
16. Perform other duties as assigned.

JOB QUALIFICATIONS:

1. Bachelor's Degree from an accredited institution or equivalent experience and education.
2. Minimum of one year experience in membership-based facility preferred.
3. Minimum of two years supervisory experience.
4. Certification in American Red Cross CPR/AED for the Professional Rescuer and Healthcare Provider and First Aid required within three months of employment.

CRITICAL SKILLS:

1. Strong computer skills a necessity; proficient in Microsoft programs including Word, Excel, and Outlook.
2. Ability to handle multiple tasks simultaneously.
3. Knowledge of financial accounting procedures.
4. Positive attitude and ability to work independently, as well as a member of a team.
5. Excellent written and verbal communication skills.

PHYSICAL REQUIREMENTS OF THE JOB:

I. Job Requirements: (in terms of an eight (8) hour day)

Sit	1	2	3	4	5	X	7	8
Stand	1	2	3	4	5	6	7	8
Walk	1	2	3	4	5	6	7	8
Active	X	2	3	4	5	6	7	8
Movement	X	2	3	4	5	6	7	8

II. Movements:

Type of Movement	Seldom < 25% of the Time	Frequently 25%-75% of the Time	Continually > 75% of the Time
Bend/Stoop		X	
Squat	X		
Crawl	X		
Climb	X		
Reach Above Shoulder level	X		
Kneel	X		
Balancing	X		
Pushing/Pulling	X		
Repetitive Foot Movement	X		
Repetitive Hand Movement		X	

III. Weight Carried:

Amount in Pounds	Seldom < 25% of the Time	Frequently 25%-75% of the Time	Continually > 75% of the Time
0-10 lbs		X	
11-24 lbs	X		
25-34 lbs	X		
35-50 lbs	X		
51-74 lbs	X		
75-100 lbs	X		

IV. Weight Lifted:

Amount in Pounds	Seldom < 25% of the Time	Frequently 25% - 75% of the Time	Continually > 75% of the Time
0-10 lbs		X	
11-24 lbs	X		
25-34 lbs	X		
35-50 lbs	X		
51-74 lbs	X		
75-100 lbs	X		

V. Job Requires:

Requirements	Yes	No
Working on unprotected heights		X
Being around moving machinery		X
Exposure to marked changes in temperature and humidity		X
Wearing of personal protective equipment		X
Driving automotive equipment		X

VI. Potential Exposures:

A. Physical: Weather elements, lifting, pulling, pushing event items.

B. Chemical: Cleaning chemicals and office supplies.

C. Biological: Insects.

VII. Discuss the job requirements for the following, including whether a disability could be reasonably accommodated.

A. Vision: Cannot be reasonably accommodated due to specific nature of job (data processing and review).

B. Hearing: Could be reasonably accommodated with proper equipment.

C. Speech: Could not be reasonably accommodated due to high level of customer interaction.

VIII. Is the work area currently accessible to individuals in a wheelchair or other assistive equipment? What accommodations could be made?

Reasonable accommodations could be made in relation to work area and duties.